

**HUMAN RESOURCE ENTERPRISE
CUSTOMER COUNCIL MEETING
Grimes South Conference Room
November 19, 2003 at 1:30 p.m.**

Agenda Item	Notes
Member's Present:	John Craig, Vice-Chair-AFSCME, Bev Schmeling-Public Safety, Ron Pothast-Civil Rights, Bill Snyder-Judicial, Cindy Morton-Revenue, Bill Gardam-Human Services, Karen Sinclair-Treasurer, Roger Stirler-Education, Penny Westfall-Law Enforcement Academy and Lance Noe-Drake
Member's Absent:	Nancy Richardson, Chair-Transportation and Dean Lerner-Inspections and Appeals
Other Attendees:	Nancy Berggren-DAS-HRE, Ed Holland-DAS-HRE, Denise Sturm-DAS-Adm; Dave Werning , Inspections and Appeals, Patti Allen, DAS-Adm. & Mollie Anderson.
Opening Remarks:	<ol style="list-style-type: none"> 1. Vice-Chairperson John Craig called the meeting to order. 2. Bill Snyder, made the motion to approve the minutes from the November 5, 2003 meeting and Cindy Morton 2nd the motion. 3. The motion carried and the minutes were approved.
Mollie Anderson's Update:	<p>Mollie Anderson, Director of DAS, thanked the HRE Customer Council for working hard to set the rates for the Human Resource Enterprise. Mollie stated that each of the three customer councils were working to establish rates. She indicated that all would complete that task by January 15. She does appreciate the hard work the HRE customer council has done in completing rates. However, she indicated that it was important that information about rates for the utilities for all three enterprises be communicated to our customers at the same time in a common format. Therefore, the original schedule that the HRE customer council was working with will be altered. Mollie did distribute a "Rate Communications Update" that indicated a proposed timeline:</p> <ul style="list-style-type: none"> • By mid-December, finalize information for all three councils and distribute packages to customer councils for review. • Route finished information packets to customer agencies on January 15 for a 30-day comment period. Implement Step 2 contact activities. Step 2 involves face-to-face communication between the DAS CFO and agency business managers. A forum may also be staged during which each Enterprise explains its billing process and answers questions from agency customers. • Rates are to be effective February 15. <p>Mollie also indicated that memo billing would begin for FY 04 in the February-March 2004 time period, with regular billing in FY 05, although there is still discussion about doing memo billing in FY05. Mollie cautioned that the Legislative session may have impact on this time period or the rates.</p> <p>Mollie also indicated that DAS was doing another 100-day report that should help assess DAS strengths and weaknesses and may assist the customer council as they go about their work next year.</p>
Communications Update:	Patti Allen indicated that by mid-December she should have draft communication material ready for review by the customer council. She indicated that it is very important that the council provide input to those documents. Patti's goal is to develop individual packets for each department.
Financial Information	Denise Sturm handed out the revised billing. Additional changes that need to be made include adding part-time employees to the head count, and getting accurate numbers from the Regents and Community Based Corrections. After discussion with the council, Denise indicated that in all likelihood we would be doing monthly billings. Roger Stirler suggested that the rates be finalized at our next meeting after these adjustments are made.

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	Nancy Berggren reported on her meeting with the Department of Public Safety regarding a separate service package for them. Bev Schmilg report that DPS was not as concerned about the issue if they did receive a distribution of funds. However, if they did not receive those funds, they may want to revisit this. Nancy also suggested that the Council adopt Karen Sinclair's suggestion that the Legislative and Judicial packages be combined and include Fair Authority in that package. Bill Snyder made the motion that the council accept the four basic packages. Lance Noe 2 nd the motion. The motion carried.
Topics for next meeting:	Finalize rates Communication Plan
Next meeting:	December 17th in the <i>Grimes South Conference Room</i> at <u>1:30 p.m.</u>
Meeting Adjourned:	The meeting was adjourned.